

IN THE SPECIFICATION

On page 10, lines 5-12, please amend the paragraph to read as follows:

The API of the OTS™ is provided in the Appendix. Of particular note is that the OTS™ application is present as a dynamic link library (DLL) executing on a Microsoft Windows NT operating system server, and the OTS™ DLL includes functionality to call and pass parameters with multiple instances of multiple other DLLs. Thus, the functionality of the OTS™ is not fixed nor limited to predefined functionality. Further, certain platform dependent code may be segregated, thereby enhancing the hardware independence of the core OTS™ DLL. The particular command is the "RunExtension" command, (and the related "ExtCmpMsg" and "OTSExtensionEntry" commands).

On page 14, after line 11, please insert the following subheading and text:

BRIEF DESCRIPTION OF THE DRAWING

Figure 1 shows a system architecture according to the present invention.

On page 15, lines 18-22 to page 16, lines 1-2, please amend the paragraph to read as follows:

3. The third is a one-click (user initiated) telecommunications function and its ability to invoke a set of user preferences 10 (as shown in Fig. 1), which are present either in a cookie or referenced on the server 11 via cookie. It initiates telecommunications, ~~by~~ through a selected communications channel (or set of channels or priority protocol). Thus, the functionality on the Web page of the Web site is transparent to the call type, which is handled through the OTS™ executing on a telephony server 13, rather than the Web server 11. Where appropriate, debit or credit card charges may be imposed automatically, or after an authorization.

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On page 16, lines 4-15, please amend the paragraph to read as follows:

4. The fourth one is application service provider (hereinafter referred to as ("ASP")) model. The architecture of the system of the invention and the functionality of the system potentially allow the creation of a new market for an application service provider for telephony servers. In a fast moving market, people do not want to invest long-term in telephony equipment or telephony servers. The invention provides for capitalizing on the rapid state of change by renting the telephone server software, hosted either externally, while providing minimum on-premises hardware. This model may also be used to implement a "try-it-before-you-buy-it" plan, or an out-sourcing ~~sourceing~~ sourcing plan. In other words, since Internet bandwidth is relatively cheap, a VOIP system running on a computer network with appropriate audio interfaces would require minimal dedicated hardware, and the telephony server and telephone network interfaces may be hosted remotely. Typically, the customer premises equipment would include a Windows NT operating system server with an appropriate number and type of Dialogic boards, with the OTS™ server executing locally.

On page 17, lines 10-16, please amend the paragraph to read as follows:

The OTS™ is a scaleable architecture, and in large installations, is a distributed architecture, which does not require ~~large~~ large amounts of computing power to operate. This is a result of two factors. The first is that this is a Windows NT operating system based system, such as the OTS™, can communicate across a network, and second, much of the telephone call progress processing is done by Dialogic boards, which are hardware level support for telephony applications. The server merely has to control the system, not implement the functions. The software makes it behave in a certain way.

On page 18, lines 7-10, please amend the paragraph to read as follows:

Programming of the high level functions can be almost at a scripting level, as opposed to a coding level, although the application programs for the OTS™ are not scripts; some code writing is still required, but it is high level code. In fact, it is possible to provide a secondary product, which supports a scripting function for the OTS™.

On Page 18, lines 19-23 to page 19, lines 103, please amend the paragraph to read as follows:

The OTS™ API is a real time asynchronous API, that supports up to over 400 ports, meaning, that ~~to~~ it can control a large number of phone calls, e.g., a system with 100 lines. A client application may be developed which is controlling the server, and communicates through the basic API. However, in this case, it is necessary to develop a multi-threaded application that can moderate the real time asynchronous communication needs of all of those 100 telephone calls simultaneously, which this is complex. Through the preferred DLL mechanism according to the present invention, it is possible to implement the logic required to handle one individual phone call in the form of a DLL, using any programming language desired.

On page 19, lines 5-17, please amend the paragraph to read as follows:

For example, the routing of the call may be as follows: the call comes in, some data is received from the telephone network, that data is matched against an external database, conditions in the call center are analyzed, and then, based on this analysis, the routing of the call is determined and it the telephony hardware is given an instruction to route this a call here to a particular destination or play this a certain message to the caller. That call processing must be multi-thread into the control application. among other call handling needs, which is difficult to do ~~it~~ through a conventional API. If this is implemented in a DLL, the primary call control application can simply, when a call comes in, pass it to the DLL, and the DLL is independently invoked simultaneously on as many phone calls that need that DLL at that moment in time. So, if 100 calls come in requiring the same logic, as each call comes in, a new instance of the DLL is invoked, and it runs independently from the other instances. What this does is to take advantage of some of the internal capabilities of Windows NT operating system, and eliminate the need to actually code the multi-threading and the management of the multiple calls in the program logic itself. The program only need ~~Tell it has~~ to call that DLL at this an appropriate point in time.

On page 19, lines 19-22, please amend the paragraph to read as follows:

Such a called DLL can communicate directly to the hardware layer under NT, but ~~it doesn't need~~ not in accordance with the present invention. However, if it was ~~require~~ required to support a custom piece of hardware, it would be possible, at the DLL level, if properly installed under NT, to communicate with the hardware, thus providing an open architecture and intrinsic extensibility.

On page 22, lines 1-7, please amend the paragraph to read as follows:

The present invention provides a "One-click" ~~is the~~ business model that allows somebody, while they're browsing the web or otherwise in a data communications mode, to have a single action that triggers a sequence of events that ultimately leads to voice communication between that person and a call center, or that person and another person in the event of a one-to-one communication scheme. The different options available are a dial back or the user can initiate the call. The call center can initiate the call to the user, whether it is over IP, using the same phone line the user is using for browsing now, or a different phone line.

On page 22, lines 9-17, please amend the paragraph to read as follows:

As shown in Fig. 1, the ~~The present invention, however,~~ does not require a consistent transport protocol for all users, e.g., VOIP. The invention provides that only a single click, may be used to select a hyperlink 3, to establish the preferred means of communication, e.g., one of various means 4, 5, 6, as opposed to having different clicks depending on a preferred means of communication. The idea is that if the user is on a dialup line 7 for their internet connect, and they would prefer to speak on a separate telephone, e.g., 5, 6, that is different from VOIP over the existing connection. While VOIP is probably the most trivial in broadband scenarios, it poses issues for many consumers, especially those using dial-up connections. On a dialup line 7, there is basically no bandwidth left after implementing the VOIP, which has inferior quality to analog voice over the same line.

On page 23, lines 14-17, please amend the paragraph to read as follows:

It is noted that the HTML code necessary to place the functionality on a web page is small, since the hyperlink 3 only access a URL server 11, which retrieves the cookie and possibly other information about the user and his connection, i.e., the user preferences 10. Thus, it can be liberally distributed to a variety of Web sites.

On page 23, lines 19-23 to page 24, lines 1-2, please amend the paragraph to read as follows:

One of the advantages of this browser mediated conveyance of communication preferences over just presentation of a phone number is that it allows a degree of anonymity, especially in VOIP to VOIP communications. The user preferences for connection or callback may include a number of parameters, such as rules based on who is trying to contact one, what time of day, day of week, etc., and what one's preferred method of connection is. During off hours, one can direct communications to a phone answering machine or go into voicemail. With voicemail and full interactive voicemail, for example, one can provide code words for different users.

On page 24, lines 11-17, please amend the paragraph to read as follows:

The service provider could provide the user with the ability to use credit or debit cards or provide services on a pre-paid basis. Micropayment technology can also be used. The service may be wholly or partially advertiser supported. In one embodiment, billing is entrusted to the Intenet Service Providers (ISPs). Advertising may therefore accompany the telephone call, either visually (static or multimedia) or audibly through a browser, or auditorily during voice communications. A combination of streaming audio ads and ~~maybe-spring~~ springing (popup) ads may be presented to the user as he sets up the connection or during the connection, at least on one side.

On page 24, lines 19-23 to page 25, lines 1-3, please amend the paragraph to read as follows:

The service provider can open up another window so that whatever website the user is ~~on~~ viewing can stay open. and the service provider can open up a window that it knows its server controls during the connection process. The service provider can inform people of the status of the connection trying contact ~~them method number one or whatever~~ and the service provider can put an ad in the same window ~~there~~. Or, the service provider can give the person who is subscribing to the service the option to provide their own advertising. They can pay the service provider on a use basis, but the subscriber can ~~put~~ provide certain advertising files ~~in there~~ to be shown to people while they are waiting to be connected or while they are connected.

On page 25, lines 19-23 to page 26, lines 1-5, please amend the paragraph to read as follows:

According to an outbound proactive calling embodiment of the invention, a preferred trigger for a call is a shopping cart 20 status. Just as a sales clerk assists customers at checkout in a brick-and-mortar store, so can an on-line sales associate assist a user in selecting and purchasing items of interest. The receipt of an incoming voice communication by a user may be automatic or permissive. In the permissive case, a dialog box is called up to request permission to conduct a voice communication with the user. In some instances, displaying a text chat window will be as effective, and therefore such a function is preferably supported by the present invention as one alternative communication means. In some instances, playing a sound file will be as effective, and therefore such a function is preferably supported by the present invention as one alternative communication means.

On page 26, lines 21-23 to page 27, lines 1-2, please amend the paragraph to read as follows:

Another aspect of the present invention provides a remote control applet, allowing a remote operator ~~ee~~ to control (to co-control) the screen interface of a user's computer. This applet could also record actions and/or block functions, for example not allowing the agent to "click", e.g., blocking the MouseDown event, or tagging certain page elements as being local-execute only. Alternately, all actions could require a client-side confirm.

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